

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:

• Wendell D. Brown

Application No.: 10/796,423

Filed: March 8, 2004

For: VIRTUAL CALL CENTER

Customer No.: 20350

Confirmation No. 1877

Examiner: William J. Deane, Jr.

Technology Center/Art Unit: 2614

AMENDMENT UNDER 37 CFR 1.116  
EXPEDITED PROCEDURE  
EXAMINING GROUP 2614

---

Mail Stop AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Final Office Action mailed March 21, 2008 on the above-referenced application, please enter the following amendments and remarks:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 6 of this paper.